

A. Review Details		Notes
Reference:		
Refid Number:		
First Author		
Year of Publication		
Place of Publication		
Peer or Grey	Peer reviewed Grey literature	
Type of Publication	Primary research Review or meta-analysis Commentary Protocol Conference proceeding Working paper Dissertation/thesis Report (NGO) Report (government) Fact sheet Policy/position statement News article/ Op-ed Other	
B. Project Details		
Program/Project Name		
Country		
Location		
Geographical Setting	Urban Rural Rural-remote Not specified/Not reported	
Site of Study	Aboriginal health/ friendship centres Community health centre Dental Clinic General Healthcare Home Care Hospital Outpatient Government ART Center Primary care clinic/ Family health clinic Prisons/Correctional Facilities Sexual health/HIV Clinic Other Not specified/Not reported	
Duration of study	less than one month 1-3 months 4-6 months 7-11 months 1-2 years 3-5 years 6 years + Not specified/Not reported	
C. Sample Characterisites		
Age		
Gender	Cisgender Male Cisgender Female Transgender male Transgender female Two-spirited Other Not specified/Not reported	
Sub-community	MSM	

	LGBTQ PWID or people who smoke crack People who smoke crack Aboriginal peoples Racialized groups Transgender individuals Commercial sex workers Inmates People born outside of Canada Pregnant women People receiving ART Other Not specified/Not reported
Participant health status	Excellent Very good Good Fair Poor Other Not specified/Not reported
D. Methodology	
Aim of study	Access to Care Satisfaction with Care Barriers to Care Barriers to ART Other Not specified/Not reported
Study approach	Quantitative Qualitative Mixed-methods
Study design	RCT Non-randomized control trial Case report Case series Case-control Cross-sectional Cohort study Correlation study Ethnography Grounded theory Narrative research Phenomenological research Observational Community based research design Systematic reviews Meta-analysis Scoping reviews Field trials Other
Data collection method	Interview Survey Focus group Observation Case study Document review/analysis Other
Sampling	Non-probability Probability
Sample Size	
Participation Rate	
Tool	
E. Findings	
Type of Service	Pharmaceutical Primary care Clinical/curative Dental Preventative Outpatient

	Inpatient Social Promotive Rehabilitative General Health Care Mental Health Care Not reported Other
Compensation	Yes No Not applicable/ not reported
Service Provider	Doctor Nurse Dentist Dental Assistant Pharmacist Outreach Worker Social Worker Psychologist Other Not specified/Not reported
Outcome Measures	Acceptability <i>Acceptability - Supply</i> Complexity of billing system Staff interpersonal skills Technology Characteristics of the health services Other <i>Acceptability -Demand</i> Households' expectations Low self-esteem and little assertiveness Community and cultural preferences, attitudes and norms Stigma Health awareness User's attitudes and expectations Trust, feel welcomed Feel Known Other Accessibility <i>Perceived Access</i> Gaining entry into the health care system. Having a regular doctor Continuity of care services # of visits/# services used Other <i>Accessibility -Supply</i> Service location Other <i>Accessibility -Demand</i> Indirect costs to household (transport) Means of transport available Other Accommodation/Adequacy <i>Accommodation/Adequacy- Supply</i> Opening hours Other <i>Accommodation/Adequacy -Demand</i> Clean and well-kept facility Appointment scheduling Other Affordability <i>Affordability -Supply</i> Costs and prices of services, including informal payments Private-public dual practices Other <i>Affordability -Demand</i> Household resources and willingness to pay Opportunity costs

	<p>Cash flow within society</p> <p>Other</p> <p>Availability</p> <p><i>Availability- Supply</i></p> <p>Unqualified health workers,</p> <p>Staff absenteeism</p> <p>Waiting time</p> <p>Motivation of staff</p> <p>Drugs and other consumable</p> <p>Non-integration of health services</p> <p>Lack of opportunity (exclusion from services)</p> <p>Late or no referral</p> <p>Other</p> <p><i>Availability -Demand</i></p> <p>Information on health care services/providers</p> <p>Education</p> <p>Other</p> <p>Barriers</p> <p>Physical</p> <p>Financial</p> <p>Sociocultural</p> <p>Organizational</p> <p>Personal</p> <p>Health/Medical reasons</p> <p>Other</p> <p>Communication</p> <p>Person-centeredness</p> <p>Patient-provider relationship</p> <p>Patient Empowerment</p> <p>Preferences</p> <p>Satisfaction</p> <p>Equity in Access</p> <p>Patient Demographics</p> <p>Other</p>
Significant outcomes-quantitative	<p>Acceptability</p> <p><i>Acceptability- Supply</i></p> <p>High complexity of billing system</p> <p>Low complexity of billing system</p> <p>Staff interpersonal skills- High</p> <p>Staff interpersonal skills- Low</p> <p>Has the appropriate technology</p> <p>Does not have the appropriate technology</p> <p>Data correlates- Characteristics of the health services</p> <p>Other</p> <p><i>Acceptability -Demand</i></p> <p>Met Households' expectations</p> <p>Did not meet households' expectations</p> <p>Low self-esteem and little assertiveness</p> <p>Community and cultural preferences, attitudes and norms</p> <p>Stigma- High</p> <p>Stigma- Low</p> <p>High health awareness</p> <p>Lack of health awareness</p> <p>User's attitudes and expectations</p> <p>Trust, feel welcomed- High</p> <p>Trust, feel welcomed- Low</p> <p>Feel known- High</p> <p>Feel known- Low</p> <p>Other</p> <p>Accessibility</p> <p><i>Perceived Access</i></p> <p>Gaining entry into the health care system- Easy</p> <p>Gaining entry into the health care system- Hard</p> <p>Having a regular doctor</p> <p>High continuity of care</p> <p>low continuity of care</p> <p>access to sites of care for needed services- Easy</p> <p>access to sites of care for needed services- Hard</p> <p># of visits/# services used</p>

Other

Accessibility -Supply

Service location- Good

Service location- Poor

Other

Accessibility -Demand

Indirect costs to household (transport)- High

Indirect costs to household (transport)- Low

Means of transport available

Other

Accommodation/Adequacy

Accommodation/Adequacy- Supply

Opening hours- Good

Opening hours- Poor

Other

Accommodation/Adequacy -Demand

Clean and well-kept facility

Appointment scheduling- Good

Appointment scheduling- Poor

Other

Affordability

Affordability -Supply

Costs and prices of services, including informal payments- High

Costs and prices of services, including informal payments- Low

Private-public dual practices

Other

Affordability -Demand

Household resources and willingness to pay- High

Household resources and willingness to pay- Low

Opportunity costs- High

Opportunity costs- Low

Cash flow within society- High

Cash flow within society- Low

Other

Availability

Availability- Supply

Unqualified health workers

Staff absenteeism

Waiting time- High

Waiting time- Low

Motivation of staff- High

Motivation of staff- Low

Drugs and other consumable- often available

Drugs and other consumable- hardly ever available

Non-integration of health services

Lack of opportunity (exclusion from services)

Late or no referral

Other

Availability -Demand

Information on health care services/providers- High

Information on health care services/providers- Low

Education-High

Education-Low

Other

Barriers

Physical (eg. Geographic, transportation ect.)

support ect.)

of support, stigma ect.)

Organizational (policies, procedures ect.)

Personal (active drug use, low motivation, other conditions)

Health/Medical reasons

Other

Communication (general)- High

Communication(general)- Low

Person-centeredness- High

Person-centeredness- Low

Patient-provider relationship- Good

Patient-provider relationship- Bad

Patient Empowerment- High

	Patient Empowerment- Low Preferences of care Satisfaction with Services/Care- High Satisfaction with Services/Care- Low Equity in Access- Good Equity in Access- Poor Patient Demographics Other Not reported
Qualitative and non-significant outcomes	Acceptability <i>Acceptability- Supply</i> High complexity of billing system Low complexity of billing system Staff interpersonal skills- High Staff interpersonal skills- Low Has the appropriate technology Does not have the appropriate technology Data correlates- Characteristics of the health services Other <i>Acceptability -Demand</i> Met Households' expectations Did not meet households' expectations Low self-esteem and little assertiveness Community and cultural preferences, attitudes and norms Stigma- High Stigma- Low High health awareness Lack of health awareness User's attitudes and expectations Trust, feel welcomed- High Trust, feel welcomed- Low Feel known- High Feel known- Low Other Accessibility <i>Perceived Access</i> Gaining entry into the health care system- Easy Gaining entry into the health care system- Hard Having a regular doctor High continuity of care low continuity of care access to sites of care for needed services- Easy access to sites of care for needed services- Hard # of visits/# services used Other <i>Accessibility -Supply</i> Service location- Good Service location- Poor Other <i>Accessibility -Demand</i> Indirect costs to household (transport)- High Indirect costs to household (transport)- Low Means of transport available Other Accommodation/Adequacy <i>Accommodation/Adequacy- Supply</i> Opening hours- Good Opening hours- Poor Other <i>Accommodation/Adequacy -Demand</i> Clean and well-kept facility Appointment scheduling- Good Appointment scheduling- Poor Other Affordability <i>Affordability -Supply</i> Costs and prices of services, including informal payments- High Costs and prices of services, including informal payments- Low Private–public dual practices

Other

Affordability -Demand

Household resources and willingness to pay- High

Household resources and willingness to pay- Low

Opportunity costs- High

Opportunity costs- Low

Cash flow within society- High

Cash flow within society- Low

Other

Availability

Availability- Supply

Unqualified health workers

Staff absenteeism

Waiting time- High

Waiting time- Low

Motivation of staff- High

Motivation of staff- Low

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Availability -Demand

Information on health care services/providers- High

Information on health care services/providers- Low

Education-High

Education-Low

Other

Barriers

Physical (eg. Geographic, transportation ect.)
support ect.)

of support, stigma ect.)

Organizational (policies, procedures ect.)

Personal (active drug use, low motivation, other conditions)

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Communication (general)- High

Communication(general)- Low

Person-centeredness- High

Person-centeredness- Low

Patient-provider relationship- Good

Patient-provider relationship- Bad

Patient Empowerment- High

Patient Empowerment- Low

Preferences of care

Satisfaction with Services/Care- High

Satisfaction with Services/Care- Low

Equity in Access- Good

Equity in Access- Poor

Patient Demographics

Other

Not reported

Conclusions

Limitations